

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>NVN4941ADA</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>12/02/2009</b>
NAME OF PROVIDER OR SUPPLIER  <b>STEP 1, INC</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>1015 NORTH SIERRA STREET RENO, NV 89503</b>		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
D 000	Initial Comment  Surveyor: 21044 The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.  This Statement of Deficiencies was generated as a result of the initial State Licensure survey conducted at your facility on 12/2/09. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.  The facility is requesting licensure for twenty residential program beds for the treatment of abuse of alcohol and drugs. The census at the time of the survey was five. Five resident files and six employee files were reviewed. One discharged resident file was reviewed.  The following deficiencies were identified:	D 000		
D 008 SS=A	NAC 449.085(4)(a) Governing Body  4. The duties of the governing body include, but are not limited to, the following items: (a) Appointment of a qualified administrator with authority and responsibilities appropriate to the requirements of the program:  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the governing body bylaws and policies did not include that the governing body would appoint a qualified administrator.	D 008		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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D 008	Continued From page 1  Severity: 1 Scope: 1	D 008		
D 010 SS=C	NAC 449.085(4)(c) Governing Body  4. The duties of the governing body include, but are not limited to, the following items: (c) Adoption of controls designed to achieve and maintain maximum standards of service.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 12/2/09, the facility did not follow through with its governing body's quality assurance policy (client satisfaction surveys stopped in December of 2008).  Severity: 1 Scope: 3	D 010		
D 011 SS=A	NAC 449.085(4)(d) Governing Body  4. The duties of the governing body include, but are not limited to, the following items: (d) Review and approval of an annual budget to carry out the objects of the program. This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the governing body bylaws and policies did not include that the governing body would review and approve an annual budget.  Severity: 1 Scope: 1	D 011		
D 017 SS=A	449.088(2)(b) Policies and Procedures  (b) Ensure that a client whose physical or mental condition has changed to such an extent that he can no longer be adequately served by	D 017		

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D 017	Continued From page 2  the facility will be transferred promptly to an appropriate facility.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the policies and procedures did not include a policy regarding the facility's response to a change in client's condition.  Severity: 1 Scope: 1	D 017			
D 018 SS=B	449.088(2)(c) Policies and Procedures  (c) Set forth the rights of clients and members of the staff and provide for the registration and disposition of complaints without threat of discharge or reprisal against any employee or client.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility failed to inform 2 of 5 clients of their rights (Client #4 and #5).  Severity: 1 Scope: 2	D 018			
D 020 SS=A	NAC 449.091(1) Transfers  1. Except in the case of an emergency, the transfer of a client to another facility must not be effected until the client, attending physician, if any, and responsible agency are notified in advance.	D 020			

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D 020	Continued From page 3  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility had no policy or procedure for transferring a client for non-emergent reasons.  Severity: 1 Scope: 1	D 020		
D 021 SS=A	NAC 449.091(2) Transfers  2. If a client is transferred to another facility, information required for appropriate continuation of care must be released to the receiving facility in compliance with the standards set forth in 42 C.F.R. Part 2, which are hereby adopted by reference. A copy of the standards may be obtained from the Health Division, free of charge, upon request.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility had no policy or procedure for ensuring that information necessary for the continuation of care is released to another facility when a client is transferred.  Severity: 1 Scope: 1	D 021		
D 030 SS=C	NAC 449.098(1) Preparations for disasters  1. Each facility shall develop a written plan for disasters which outlines procedures for members of the staff and clients to follow in case of fire or another emergency and which provides for meeting the needs of clients if the facility must be evacuated or is destroyed.	D 030		

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D 030	Continued From page 4  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 12/2/09, the facility did not have a written plan for disasters.  Severity: 1 Scope: 3	D 030			
D 035 SS=F	NAC 449.098(3)) Preparations for disaster  3. Each facility shall conduct a disaster drill at least annually, and a written record of each drill must be retained in the facility for not less than 12 months after the drill is conducted.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interviews on 12/2/09, the facility had not conducted an annual disaster drill.  Severity: 2 Scope: 3	D 035			
D 041 SS=C	NAC 449.102 Inventory of client's belongings  If a facility holds or stores a client's belongings, there must be an inventory of the belongings on admission, made a part of the client's record, and updated as needed. These belongings must be returned to the client upon his exit.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 12/2/09,	D 041			

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D 041	Continued From page 5  the facility was not inventorying client belongings.  Severity: 1 Scope: 3	D 041			
D 042 SS=A	NAC 449.105 Insurance  Liability insurance in a sufficient amount to protect clients, members of the staff, volunteers, and visitors, must be maintained. A certificate of insurance must be furnished to the health division. The certificate must include provision for 30 days notice to the division of cancellation or the nonrenewal of the policies.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the worker's compensation portion of the certificate of liability insurance expired on 12/1/09.  Severity: 1 Scope: 1	D 042			
D 075 SS=E	NAC 449.114(1) Employees  1. A facility must have on duty, all hours of each day, members of the staff sufficient in number and qualifications to carry out policies, responsibilities and program continuity.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 12/2/09, facility staff did not ensure 2 of 5 clients were taking their medications as prescribed (Client #2 - Zolpidem, Hydroxyzine and Mirtazepine and Client #3 - Hydrochlorothiazide, Lisinopril and Atenolol).	D 075			

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D 075	Continued From page 6  Severity: 2 Scope: 2	D 075			
D 089 SS=C	NAC 449.114(9)(a) Employees  9. A personnel record must be maintained for each employee. The record must contain: (a) The employment application  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility failed to obtain an employment application for 3 of 6 employees (Employee #1, #4 and #6).  Severity: 1 Scope: 3	D 089			
D 090 SS=C	NAC 449.114(9)(b) Employees  9. A personnel record must be maintained for each employee. The record must contain: (b) Letters of recommendation  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility did not obtain letters of recommendation for 5 of 6 employees.  Severity: 1 Scope: 3	D 090			
D 094 SS=C	NAC 449.114(9)(f) Employees  9. A personnel record must be maintained for each employee. The record must contain: (f) Job performance evaluations;  This Regulation is not met as evidenced by: Surveyor: 21044	D 094			

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D 094	Continued From page 7  Based on record review on 12/2/09, the facility did not perform a job performance evaluation on 2 of 3 employees employed longer than a year.  Severity: 1 Scope: 3	D 094			
D 100 SS=F	NAC 449.117 Physical Examinations  All persons employed in a facility must have documentation showing that they are in compliance with any applicable provisions of chapter 441A of NAC concerning tuberculosis.  This Regulation is not met as evidenced by: Surveyor: 21044 NAC 441A.375 Medical facilities, facilities for the dependent and homes for individual residential care: Management of cases and suspected cases; surveillance and testing of employees; counseling and preventive treatment. (NRS 441A.120) 1. A case having tuberculosis or suspected case considered to have tuberculosis in a medical facility or a facility for the dependent must be managed in accordance with the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200. 2. A medical facility, a facility for the dependent or a home for individual residential care shall maintain surveillance of employees of the facility or home for tuberculosis and tuberculosis infection. The surveillance of employees must be conducted in accordance with the recommendations of the Centers for Disease Control and Prevention for preventing the transmission of tuberculosis in facilities providing health care set forth in the guidelines of the	D 100			

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D 100	<p>Continued From page 8</p> <p>Centers for Disease Control and Prevention as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200.</p> <p>3. Before initial employment, a person employed in a medical facility, a facility for the dependent or a home for individual residential care shall have a:</p> <p>(a) Physical examination or certification from a licensed physician that the person is in a state of good health, is free from active tuberculosis and any other communicable disease in a contagious stage; and</p> <p>(b) Tuberculosis screening test within the preceding 12 months, including persons with a history of bacillus Calmette-Guerin (BCG) vaccination.</p> <p>If the employee has only completed the first step of a 2-step Mantoux tuberculin skin test within the preceding 12 months, then the second step of the 2-step Mantoux tuberculin skin test or other single-step tuberculosis screening test must be administered. A single annual tuberculosis screening test must be administered thereafter, unless the medical director of the facility or his designee or another licensed physician determines that the risk of exposure is appropriate for a lesser frequency of testing and documents that determination. The risk of exposure and corresponding frequency of examination must be determined by following the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200.</p> <p>4. An employee with a documented history of a positive tuberculosis screening test is exempt from screening with skin tests or chest radiographs unless he develops symptoms suggestive of tuberculosis.</p> <p>5. A person who demonstrates a positive tuberculosis screening test administered pursuant</p>	D 100		

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D 100	<p>Continued From page 9</p> <p>to subsection 3 shall submit to a chest radiograph and medical evaluation for active tuberculosis.</p> <p>6. Counseling and preventive treatment must be offered to a person with a positive tuberculosis screening test in accordance with the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (g) of subsection 1 of NAC 441A.200.</p> <p>7. A medical facility shall maintain surveillance of employees for the development of pulmonary symptoms. A person with a history of tuberculosis or a positive tuberculosis screening test shall report promptly to the infection control specialist, if any, or to the director or other person in charge of the medical facility if the medical facility has not designated an infection control specialist, when any pulmonary symptoms develop. If symptoms of tuberculosis are present, the employee shall be evaluated for tuberculosis. (Added to NAC by Bd. of Health, eff. 1-24-92; A by R084-06, 7-14-2006)</p> <p>Based on record review on 12/2/09, the facility did not ensure that 6 of 6 employees met the requirements of NAC 441A.375 concerning tuberculosis (TB).</p> <p>Findings include:</p> <p>All six employees did not have evidence that a pre-employment physical was conducted within the preceding six months.</p> <p>Employee #1, #2, #3, #5 and #6 did not have evidence of a two-step TB skin test.</p> <p>Employee #4 tested positive in 2000, but her file did not contain evidence of a negative chest x-ray report or evidence that she had been screened for symptoms of TB since 2004.</p>	D 100			

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D 100	Continued From page 10  Severity: 2 Scope: 3	D 100		
D 106 SS=C	NAC 449.123(2) Sanitary Requirements  2. A facility which provides dietary services must have food service equipment of appropriate quality and type for the type of food service program used by the facility. The equipment must comply with all applicable provisions in chapter 446 of NAC.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on observation on 12/2/09, the facility was not using commercial grade kitchen appliances per NAC chapter 446 (freezer in basement, two microwaves in the kitchen and dining area, two toasters, blender, food processor, and the refrigerator in the dining room).  Severity: 1 Scope: 3	D 106		
D 111 SS=C	NAC 449.123(5) Sanitary Requirements  5. The facility shall establish a policy that prohibits clients from sharing items for personal use, such as combs, toothbrushes, towels or bar soap.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility failed to have a policy prohibiting clients from sharing personal use items.	D 111		

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D 111	Continued From page 11  Severity: 2 Scope: 3	D 111		
D 122 SS=C	NAC 449.126(2) Laundry  2. The laundry must be situated in an area which is separate from any area where food is stored, prepared or served. The laundry must be well-lighted, ventilated, adequate in size to house the equipment and maintained in a sanitary manner. The equipment must be kept in good repair.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on observation on 12/2/09, the facility failed to maintain laundry equipment (evidence of lint build-up behind the washer and dryer).  Severity: 1 Scope: 3	D 122		
D 130 SS=C	NAC 449.129(1) Construction Standards  1. A facility must be designed, constructed, equipped and maintained in a manner that protects the health and safety of the clients and personnel of the facility and members of the general public.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on observation on 12/2/09, the basement shower area was not well maintained (missing heat diffuser and missing tiles).  Severity: 1 Scope: 3	D 130		

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D 215	Continued From page 13	D 215		
D 215 SS=F	NAC 449.141(7) Health Services  7. There must be one staff person in the facility who is capable of providing cardiopulmonary resuscitation at all times. Staff members providing cardiopulmonary resuscitation must be qualified by the American Red Cross or another recognized agency.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility did not ensure that 5 of 5 staff had evidence of cardiopulmonary resuscitation training (CPR).  Severity: 2 Scope: 3	D 215		
D 216 SS=F	NAC 449.141(8) Health Services  8. Clients of residential programs must undergo a tuberculin skin test that meets the requirements specified in chapter 441A of NAC.  This Regulation is not met as evidenced by: Surveyor: 21044 NAC 441A.380 Admission of persons to certain medical facilities, facilities for the dependent or homes for individual residential care: Testing; respiratory isolation; medical treatment; counseling and preventive treatment; documentation. (NRS 441A.120). 1. Except as otherwise provided in this section, before admitting a person to a medical facility for extended care, skilled nursing or intermediate care, the staff of the facility shall ensure that a chest radiograph of the person has been taken	D 216		

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NAME OF PROVIDER OR SUPPLIER  <b>STEP 1, INC</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1015 NORTH SIERRA STREET RENO, NV 89503</b>		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE	
D 216	Continued From page 14  within 30 days preceding admission to the facility. 2. Except as otherwise provided in this section, the staff of a facility for the dependent, a home for individual residential care or a medical facility for extended care, skilled nursing or intermediate care shall: (a) Before admitting a person to the facility or home, determine if the person: (1) Has had a cough for more than 3 weeks; (2) Has a cough which is productive; (3) Has blood in his sputum; (4) Has a fever which is not associated with a cold, flu or other apparent illness; (5) Is experiencing night sweats; (6) Is experiencing unexplained weight loss; or (7) Has been in close contact with a person who has active tuberculosis. (b) Within 24 hours after a person, including a person with a history of bacillus Calmette-Guerin (BCG) vaccination, is admitted to the facility or home, ensure that the person has a tuberculosis screening test, unless there is not a person qualified to administer the test in the facility or home when the patient is admitted. If there is not a person qualified to administer the test in the facility or home when the person is admitted, the staff of the facility or home shall ensure that the test is performed within 24 hours after a qualified person arrives at the facility or home or within 5 days after the patient is admitted, whichever is sooner. (c) If the person has only completed the first step of a two-step Mantoux tuberculin skin test within the 12 months preceding admission, ensure that the person has a second two-step Mantoux tuberculin skin test or other single-step tuberculosis screening test. After a person has had an initial tuberculosis screening test, the facility or home shall ensure that the person has a single tuberculosis screening test annually	D 216			

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D 216	<p>Continued From page 15</p> <p>thereafter, unless the medical director or his designee or another licensed physician determines that the risk of exposure is appropriate for a lesser frequency of testing and documents that determination. The risk of exposure and corresponding frequency of examination must be determined by following the guidelines as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200.</p> <p>3. A person with a documented history of a positive tuberculosis screening test is exempt from skin testing and routine annual chest radiographs, but the staff of the facility or home shall ensure that the person is evaluated at least annually for the presence or absence of symptoms of tuberculosis.</p> <p>4. If the staff of the facility or home determines that a person has had a cough for more than 3 weeks and that he has one or more of the other symptoms described in paragraph (a) of subsection 2, the person may be admitted to the facility or home if the staff keeps the person in respiratory isolation in accordance with the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200 until a health care provider determines whether the person has active tuberculosis. If the staff is not able to keep the person in respiratory isolation, the staff shall not admit the person until a health care provider determines that the person does not have active tuberculosis.</p> <p>5. If a test or evaluation indicates that a person has suspected or active tuberculosis, the staff of the facility or home shall not admit the person to the facility or home or, if he has already been admitted, shall not allow the person to remain in the facility or home, unless the facility or home keeps the person in respiratory isolation. The person must be kept in respiratory isolation until a</p>	D 216			

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D 216	<p>Continued From page 16</p> <p>health care provider determines that the person does not have active tuberculosis or certifies that, although the person has active tuberculosis, he is no longer infectious. A health care provider shall not certify that a person with active tuberculosis is not infectious unless the health care provider has obtained not less than three consecutive negative sputum AFB smears which were collected on separate days.</p> <p>6. If a test indicates that a person who has been or will be admitted to a facility or home has active tuberculosis, the staff of the facility or home shall ensure that the person is treated for the disease in accordance with the recommendations of the Centers for Disease Control and Prevention for the counseling of, and effective treatment for, a person having active tuberculosis. The recommendations are set forth in the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (g) of subsection 1 of NAC 441A.200. The staff of the facility or home shall ensure that counseling and preventive treatment are offered to each person with a positive tuberculosis screening test in accordance with the guidelines of the Centers for Disease Control and Prevention as adopted by reference in paragraph (h) of subsection 1 of NAC 441A.200.</p> <p>8. The staff of the facility or home shall ensure that any action carried out pursuant to this section and the results thereof are documented in the person ' s medical record. (Added to NAC by Bd. of Health, eff. 1-24-92; A 3-28-96; R084-06, 7-14-2006)</p> <p>Based on record review on 12/2/09, the facility did not ensure that 5 of 5 residents met the requirements of NAC 441A.380 concerning tuberculosis (TB).</p>	D 216			

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D 216	Continued From page 17  Findings include:  Client #1 and #3 were missing evidence of a second-step TB skin test.  Client #2, #4 and #5 were missing evidence of a two-step TB skin test.  Severity: 2 Scope: 3	D 216			
D 217 SS=F	NAC 449.141(9) Health Services  9. Each facility shall maintain and have readily available first-aid supplies. Staff members shall have evidence that they have received training on the use of first-aid supplies.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review on 12/2/09, the facility did not ensure that 6 of 6 staff had evidence of first aid training.  Severity: 2 Scope: 3	D 217			
D 246 SS=F	NAC 449.147(2) Dietary Services  2. Menus must be planned and followed to meet the nutritional needs of the residents in accordance with the recommended dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences.  This Regulation is not met as evidenced by:	D 246			

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D 246	Continued From page 18  Surveyor: 21044 Based on interview on 12/2/09, the facility failed to ensure menus were planned in accordance with the recommended dietary allowances for recovering alcohol and drug abusers.  Severity: 2 Scope: 3	D 246			
D 247 SS=F	NAC 449.147(3) Dietary Services  3. Therapeutic menus must be planned by a qualified dietitian or must be reviewed and approved by the client's attending or staff physician.  This Regulation is not met as evidenced by: Surveyor: 21044 Based on interview on 12/2/09, the facility did not employ a dietitian to plan therapeutic menus or have therapeutic menus reviewed and approved by a resident's physician.  Severity: 2 Scope: 3	D 247			
D 250 SS=F	NAC 449.147(6)(a-d) Dietary Services  6. A facility with more than 10 clients must: (a) Comply with all applicable provisions of chapter 446 of NRS and the regulations adopted pursuant thereto; (b) Obtain the necessary permits from the Bureau of Health Protection Services of the Health Division; (c) Maintain a report of each inspection concerning the sanitation of the facility for at least 1 year after the date of the inspection; and (d) Maintain a report of each corrective action taken to address a deficiency noted in a report described in paragraph (c) for at least 1 year after	D 250			

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D 253	<p>Continued From page 20</p> <p>requirements for registration with the Commission on Dietetic Registration as either a registered dietitian or a registered dietetic technician.</p> <p>This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview on 12/2/09, the facility did not have a contract with a dietician for the planning of meals and serving of food.</p> <p>Severity: 2 Scope: 3</p>	D 253			

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